FACILITY NOTICE: INMATE MAIL GOING DIGITAL

Physical Mail Address Changing

Effective May 28th, 2024, inmate mail is going digital. The address that friends and family use to send personal mail to inmates will change. The new address below will NEED to be used after this date. Going forward, mail received will be scanned and delivered electronically as an attachment to the inmate in the facility message app that is on the tablet. The inmate will be able to read this attachment for free.

Please note that the new mailing address is:

Facility Name, State

Inmate Name, Inmate Identifier

P.O. Box 247

Phoenix, MD 21131

For example:

Franklin County OH Corrections II

John Doe #11111

P.O. Box 247

Phoenix, MD 21131

FAQ:

- Envelope Addressing
    - The envelope must include the full facility name and the state the facility is in, as well as the inmate's full name and unique identifier.
    - The envelope must have the sender's full name and physical address clearly written on the top left corner of the envelope.
- Review of Electronic Mail
    - Scanned mail is reviewed by the facility staff in the Command Portal under Work Queues/Mail Scan Review. When approved, the mail is delivered to the inmate with as an attachment that can be read for free in the facility msg app.
    - There is an option to auto-approve but that means that mail that is pre-assigned to the inmate will get automatically delivered electronically without review. Staff should always look at the queue to make sure scans are getting reviewed and delivered.
    - There is no review of content by Viapath. All scans need to be reviewed by facility staff.
    - **Important:** Inmates are ONLY pre-assigned to a mail scan in the review queue based on the identifier that is on the envelope. Command ALSO matches the inmate identifier to the booking number in Command. Viapath **is not** looking at the name of the inmate to pre-assign the scan. Because of this staff should review the mail scans to make sure the mail scan is assigned to the inmate correctly. If needed staff can assign or re-assign a scan to the inmate.
- Content of Mail
    - Legal Mail should not be sent to this new address. Any Legal Mail that is sent to the new address will be returned to Sender and WILL NOT be forwarded to the facility.
    - Friends and family are required to send any checks or money orders directly to the facility, however because this is an important issue any checks or money orders sent to the mail scanning address will be forwarded to the facility.
    - Only direct communication will be scanned. Boxes, catalogs will be returned to sender.

- o Physical Mail will ONLY be retained for 30 days, any period longer than that needs to be coordinated with Viapath.
- Communication
  - o Print material that explains this change is available as Wall Posters, POD Flyer and Wallet Card.
  - o Viapath will be sending out an email blast to all the inmate's contacts explaining the change.
  - o The facility should update any websites that they maintain to inform friends of the address change
  - o The facility should send out a facility msg and a login notice to affected inmates about the move to digital and the address change
- Support
  - o Physical Scans
    - o To request a physical copy of the mail scan, Facility staff should send email to **info@TextBehind.com** including the mail scan PDF with the following information provided in the email:
    - o a) Correctional Facility, State
    - o b) Inmate's Full Name, Inmate Identifier
    - o c) Sender's Name
    - o d) Processing date of the letter
    - o This information will help TextBehind locate the letter in the system and in the storage to enable a faster turnaround.
- Command Issues/Tablet Issues
  - o For help with any issues accessing or viewing mail scans or issues with the inmate opening a mail scan electronically the facility staff can call the ViaPath support line at the following number: **(800)-205-5510.** Staff can call and they will be provided instructions, or the rep will create a Service Now ticket for them.
  - o Staff should clearly state what the issue is and provide specifics on the issue and the letter that shows in Command.
- Family & friends
  - o Friends and family should contact TextBehind support directly at **info@TextBehind.com** for any mail delivery issues.